

A space shuttle is shown launching vertically against a blue sky with white, pixelated clouds. The shuttle is white with a brown nose cone and is surrounded by a large, bright white plume of smoke and fire from its engines. The overall image has a low-resolution, pixelated aesthetic.

Going Above and Beyond...

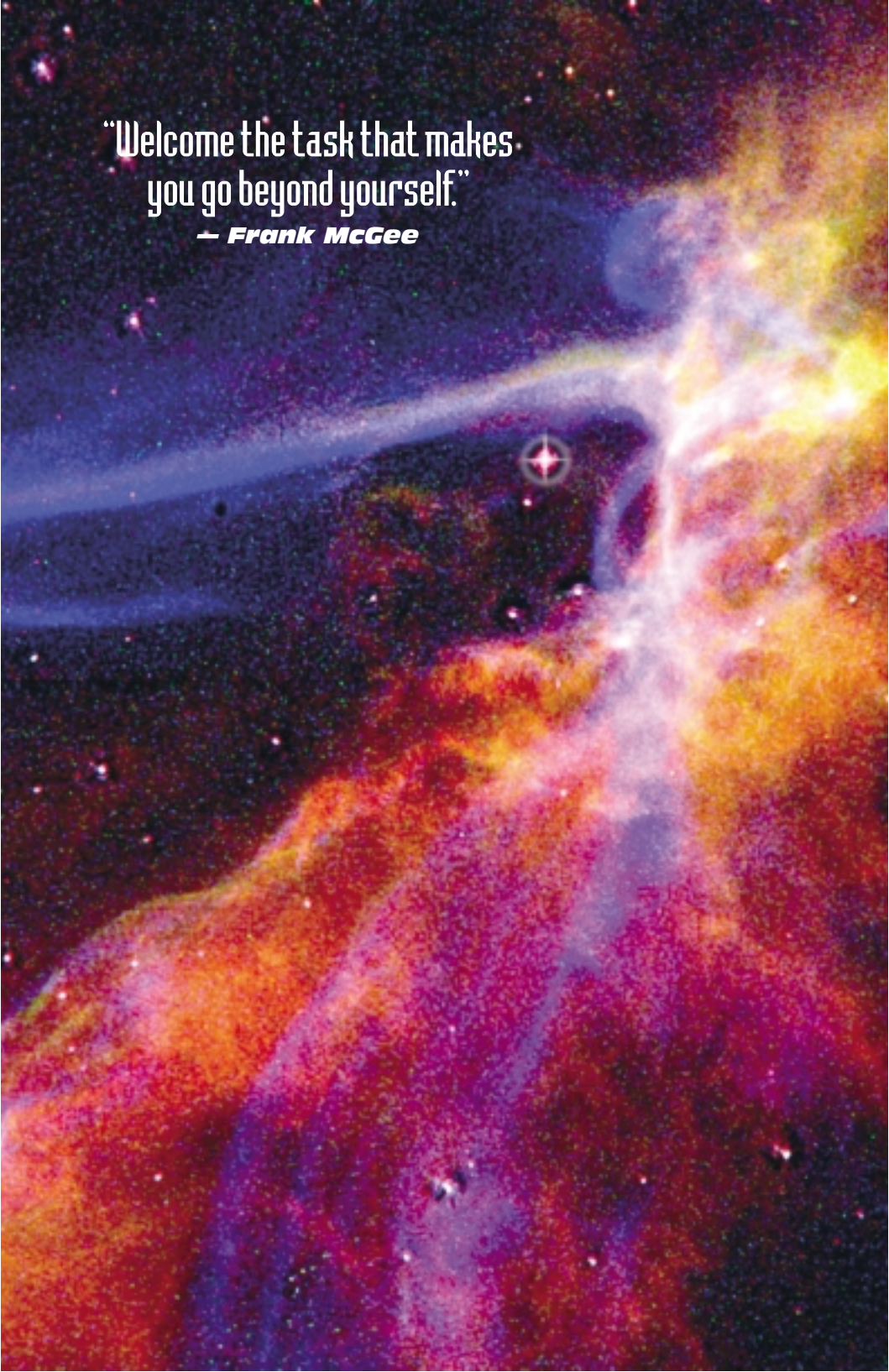
**2000-2001
ANNUAL REPORT**

Michael K. Jeanes

**Clerk of the Superior Court
Maricopa County**

“Welcome the task that makes
you go beyond yourself.”

— **Frank McGee**



Going Above and Beyond...

...not only describes the theme of this annual report, but also reflects our goal when serving our customers. This report will take you on a service odyssey launched from our experiences this past year during our mission to go above and beyond.

Along the way, you will meet the people at the controls in guiding the service vehicle and crew for the office – Michael K. Jeanes and the associate clerks (the leaders of the office), explore the launching pad for service (the office itself), scope our most significant discoveries during the journey, and learn about the missions that we embarked upon, which provide all of the highlights from our quest to go above and beyond. At journey's end, you will enter an area where future explorations are being planned for the Clerk of the Court's Office. Finally, we will land at Operations, where you have the opportunity to have a close encounter of the service kind from our star performers.

So climb aboard and let's get set to blast off on a trek that will "Go Above and Beyond" to inform you about the Clerk of the Superior Court's Office in Maricopa County.

10, 9, 8, 7, 6, 5, 4, 3, 2, 1.....

Going Above and Beyond

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The Annual Report's galaxy of pages!



AT THE CONTROLS



"Nothing great was ever achieved
without enthusiasm."

— **Ralph Waldo Emerson**

At the Controls:

CAPSULES



Greetings from
the Clerk



Getting to know
the Clerk



The Associate Clerks





The spirit of going above and beyond



Each year it almost seems as if our office serves as many customers as the stars you see at night, when you consider everyone we assist in person, over the telephone, through letters, e:mail messages, and by fax. I am sure that if we were to count all of the people we serve on an annual basis, both internally and externally, the number would be in the millions.

This fact amazes me and also inspires me – so much so that I consider customer service our top mission each year. It is a mission that is at the core of all that we do. Yet, I am proud to say that my staff doesn't just stop at completing this mission satisfactorily. We share a spirit here of wanting to go above and beyond to help our customers. I frequently witness this, hear stories from other organizations and customers, and receive numerous letters from satisfied customers.

The theme of this annual report is "Going above and beyond," and I would like to dedicate it to our employees who exemplify this spirit. I wish there was enough room to feature all of our outstanding team. However, you will learn about what they do when you read through the highlights in this annual report.

I am proud of the accomplishments we made, but our job is not yet finished. There are galaxies of service to discover and more stellar goals to reach in order to continually improve service that will be more convenient and efficient for you.

Now let the countdown begin as we prepare for lift off into next year's service odyssey.

Cordially,

Michael K. Jeanes,
Clerk of the Superior Court
Maricopa County



In the pilot's seat

In November 1998, Michael K. Jeanes was elected to the Office of the Clerk of the Superior Court by Maricopa County voters to serve a four-year term.



Jeanes was born in Chicago, Illinois, but has lived more than half of his life in Maricopa County. He earned a Bachelor of Arts degree in political science from Loyola University in Chicago in 1979, and a Master of Public Administration degree from Arizona State University in 1985.

Prior to being Clerk, he served nearly 11 years in the Clerk's Office as an Associate

Clerk of Court Services. Other positions he has held include Court Services Administrator and Management Analyst for the Superior Court.

As Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading a staff of 600, supporting more than 100 judicial officers, serving a constituency of 2.9 million, and operating an office that serves the fourth largest county in the nation and one of the 10 largest court systems in the country.

Michael is a strong advocate for quality customer service. Among the many steps he has taken to improve service to the public are: forming a Customer Service Division that is devoted to customer service issues; learning from other agencies that are noted for their excellent service; and personally teaching a customer service class to all new employees.

His desire to serve is also reflected in his professional and community involvement, extending to membership in more than 20 organizations including: the Arizona Courts Association (Former President); National Association for Court Management; Arizona Association of Superior Court Clerks (Legislative Chair); the Integrated Justice and Law Enforcement System (chairman); the State Bar of Arizona and Maricopa County Bar Associations; the National Child Support Enforcement Association; and the American Judicature Society.

Michael and his wife Jill, who is a teacher in the Paradise Valley School District, have three sons.



Holding the course



The Associate Clerks -

Pictured here are the four associate clerks who oversee the major divisions of the Clerk of the Superior Court's Office. They are (from left) Carol Schreiber, Kat Cooper, Gordon Mulleneaux, and Grace Colosimo.

Grace Colosimo, Administrative Services Associate Clerk -

Grace has served in the Clerk's Office for 10 years. For the past seven years, she has been the Associate Clerk for Administrative Services. Prior to this position, she served three years as the assistant associate clerk for the Family Support Center. Her division provides internal support to the Office. This division oversees all technology, budget, human resources, training, auditing, facilities management, and supplies for the Office.

Kat Cooper, Family Support Center (FSC) Associate Clerk -

Kat has served in the Clerk's Office for the past seven years as the FSC associate clerk. Her previous experience includes working in Conciliation Services, in behavioral health administration, and as a marriage/family therapist. Her division provides services for the public by assisting with the enforcement of child support orders, and parenting time orders (visitation), the establishment of child support orders, modification of child support, and customer service related to research and maintenance of non IV-D child support payments.

Carol Schreiber, Customer Services Associate Clerk -

Carol has 26 years experience in the Clerk's Office. In 1999, she was named the associate clerk for a newly created Customer Service Division. Prior to this appointment, she was the assistant associate clerk for Administrative Services. Her division processes cases from initiation and fee collection through archiving; provides support to nearly 100 judges and commissioners in the Superior Court; processes appeals and exhibits; issues marriage licenses, processes passport applications; and receives documents for filing. This division also documents court actions and distributes rulings.

Gordon Mulleneaux, Financial Services Associate Clerk -

Gordon has been a part of the Clerk's Office for 11 years, 10 of which he has been the associate clerk. Prior to the Clerk's Office, he worked as an administrator for a law firm in Pittsburgh, Penn. His division performs the statutory fiduciary responsibilities of the Office by collecting fees and fines, allocating funds, disbursing exonerating bonds, processing payments from probationers, and issuing restitution checks to victims.

THE LAUNCH PAD



"The great thing in this world is not so much where we are, but in what direction we are moving."

— **Oliver Wendell Holmes, Jr.**

The Launch Pad:

CAPSULES



An Overview
of the Office

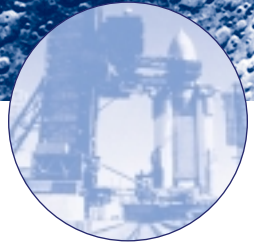


Administrative
Organizational Chart



Office Division Charts





We have service lift off

The Office of the Clerk is one of the oldest of public servants in existence. The office can be traced back more than a thousand years in history. In America, when the early colonists arrived, the Office of the Clerk was one of the first forms of local government they established.

Through the years, Clerks have become the hub of government, the direct link between citizens and their government. Very few offices in county service assist such a wide range of people.

In Arizona, the Clerk's Office, which was established by State Constitution, serves the citizens, the legal community, and the Superior Court. The office was created by the state's founders to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official who serves as the official record-keeper of the court and acts as a safeguard and processor of all monies collected.

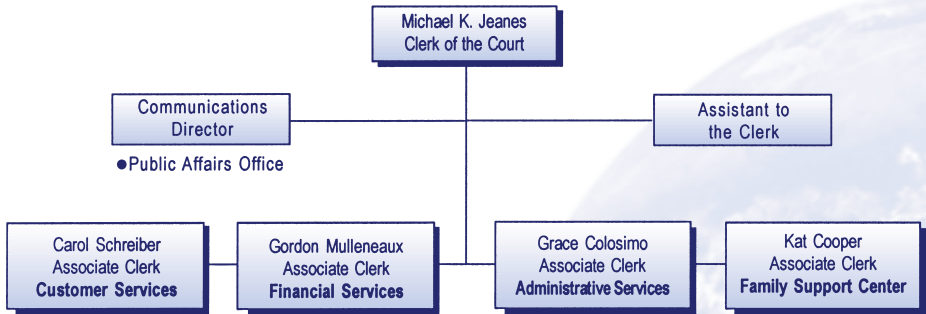
Today, Michael K. Jeanes, Clerk of the Court, and his staff serve one of the largest and fastest growing counties in the nation. The Office is committed to quality customer service, innovative programs, and technological improvements for more efficient service. It is dedicated to being user-friendly and fiscally responsible. The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. Among the responsibilities of the Office are to:

- ★ Provide public access to the records of the Superior Court in Maricopa County;
- ★ Attend each Superior Court session to record the actions of the court;
- ★ Be the first stop in initiating any Superior Court action in civil, criminal, probate, tax, or family court matters;
- ★ Collect and disburse court-ordered fees, fines, and victim restitution in an expedient manner;
- ★ Provide various family support services to the public;
- ★ Receive, distribute, and preserve official court documents;
- ★ Process records in juvenile dependency, delinquency, severance, and adoption cases;
- ★ Issue and record marriage licenses;
- ★ Process passport applications;
- ★ Store exhibits for all court cases; and
- ★ Process applications for certification to adopt and store these confidential records.



The World of the Clerk of the Court's Office

ADMINISTRATION

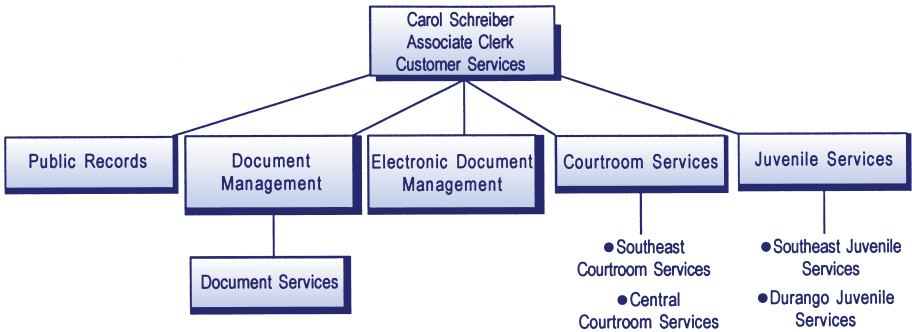


ADMINISTRATIVE SERVICES DIVISION



Clerk's World continued...

CUSTOMER SERVICES DIVISION

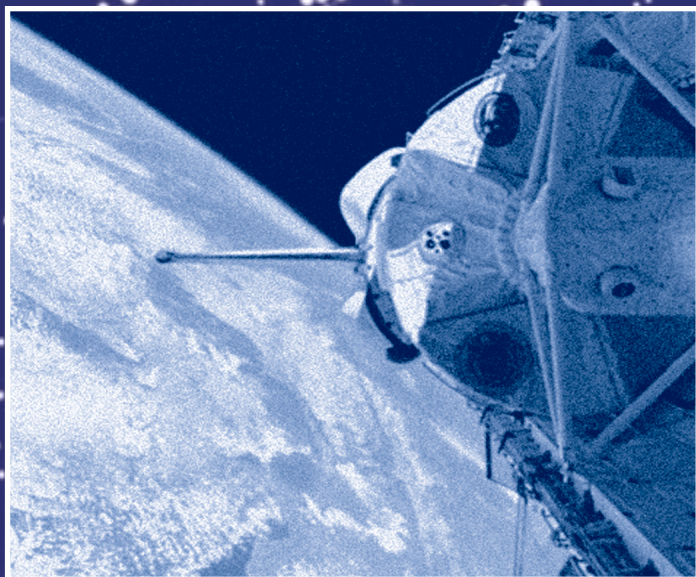


FINANCIAL SERVICES DIVISION



FAMILY SUPPORT CENTER DIVISION

THE DISCOVERIES



"It is good to have an end to journey
towards, but it is the journey that
matters, in the end."

— *Ursula Leguin*

The Discoveries:

CAPSULES



Filing Statistics



Marriage License
Statistics



Other Office
Statistics





The Statistics Galaxy

FILING COUNTERS

The Filing Counters are the starting point for the majority of Superior Court cases in Maricopa County. Following are the types of cases filed with the Office, and the total number of cases in each category for the past five fiscal years:

CASES FILED: 1996-1997 1997-1998 1998-1999 1999-2000 2000-2001

FAMILY COURT CASES...



CIVIL CASES...



CRIMINAL CASES...



PROBATE / MENTAL HEALTH...



TAX CASES...



JUVENILE COURT...

(This includes Delinquency, Dependency, Adoption, Severance, and Adoption Certification Cases)



MARRIAGE LICENSES AND PASSPORTS

The License Services Office is responsible for issuing marriage licenses and processing passport applications.

MARRIAGE LICENSES ISSUED

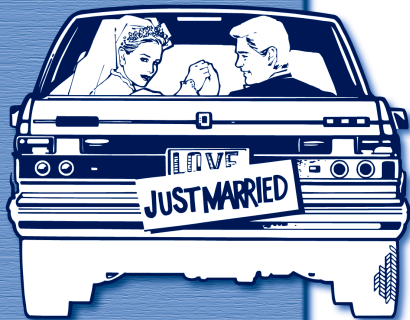
1996-1997
23,145

1997-1998
24,147

1998-1999
22,433

1999-2000
23,501

2000-2001
27,186



PASSPORT APPLICATIONS PROCESSED



1997-1998
27,158

1998-1999
31,480

1999-2000
36,164

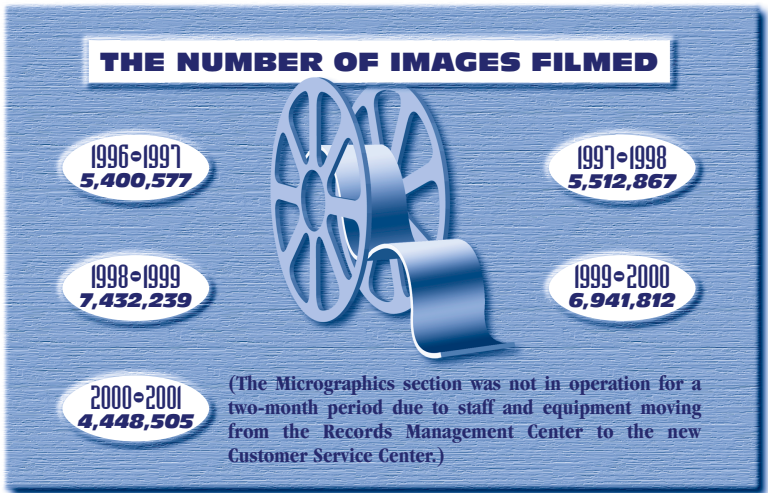
2000-2001
33,165



Going Above and Beyond.
THE DISCOVERIES

MICROGRAPHICS

Micrographics films court case files for permanent retention according to state archival standards. Below are statistics on the number of pages filmed over the past five years.



EXHIBITS PROCESSED

EXHIBITS AND CLASSIFIED MATERIALS

The Clerk's Office is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.



Going Above and Beyond. **THE DISCOVERIES**

Support Services

Support Finance's responsibilities include processing Orders of Assignment. The Orders of Assignment along with supporting documentation and instructions are sent to the obligor's employer/payor of funds. When the employee's payments are modified or terminated by court order the employers/payors of funds are notified using the same process. The employer/payor of funds is required by law to comply with the court order and withhold, modify or terminate withholding support money from the employee's wages/other compensation. The withholdings are directed to the support payment clearinghouse, which distributes them to the obligee.



WAGE ASSIGNMENT MAILINGS

(This includes new orders, subsequent orders, and stop orders)



Among the duties of **Support Orders** is processing Temporary Orders. Prompted by the filing of a "Petition for Dissolution of Marriage with Children" or a "Petition for Legal Separation with Children," temporary orders aid in the child support amount being set promptly pursuant to the Arizona Child Support Guidelines. There is no need to file a request for Temporary Order or wait for the divorce to become final. The process results in support payments being sent to families ahead of schedule, which can contribute to the self-sufficiency of families and negate the need for public assistance.

Expedited Services

Expedited Services provides parents the chance to establish, modify or enforce support on their own. They also conduct para-judicial conferences with parents regarding parenting time issues.



EXPEDITED SERVICES CONFERENCES HELD

1998=1999	2,112
1999=2000	3,965
2000=2001	4,105

(Para-judicial conferences address parenting time, support establishment, support modification, or support enforcement and spousal maintenance).



Going Above and Beyond. **THE DISCOVERIES**

CRIMINAL FINANCIAL OBLIGATIONS

The Criminal Financial Obligations (CFO) Section is responsible for the disbursement of all court ordered financial sanctions including restitution payments to victims of crime. In addition, CFO works to locate the victims of crime who are owed restitution but have lost contact with the court. In cases, where the victims are not located after one year, the money is transferred to the State.

TOTAL RESTITUTION MONIES DISBURSED

1999-2000
\$7,795,646

A stack of US dollar bills, including \$50 and \$100 bills, tied together with a rubber band.

2000-2001
\$8,406,996

A stack of US dollar bills, including \$50 and \$100 bills, tied together with a rubber band.

COLLECTIONS UNIT

The Collections Unit is responsible for collecting funds for the Court/County from jury fees, business accounts, deferred copy/filing fees, and providing collection services for non-sufficient funds.

TOTAL FUNDS COLLECTED
2000-2001
\$909,338

A background image of various US dollar bills, including \$10, \$20, and \$50 bills.

FINAL FILING FACTS

In 2000-2001, the Clerk's Office had:

- ★ 1,641,143 subsequent case filings (subsequent filings are documents filed after the original petition)
- ★ 999 appeals were filed
- ★ Approximately 896,702 court files accessed (This reflects the number of files retrieved/used/viewed/pulled to make copies, etc. Juvenile locations not included.)

DISTRIBUTION & DUPLICATION CENTER

The Distribution & Duplication Center is responsible for distributing the minute entries for endorsement to appropriate parties.

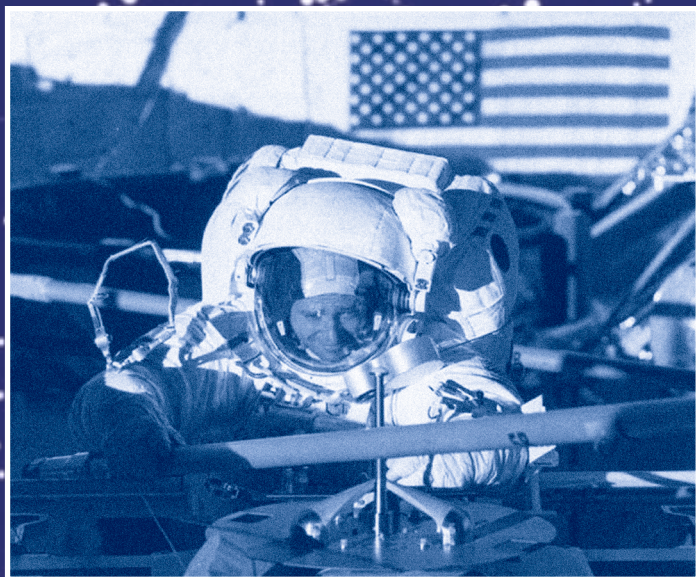
Minute entries copied and distributed
2,135,896

Minute entries distributed electronically
1,331,874





THE MISSIONS



"I feel that the greatest reward for
doing is the opportunity to do more."

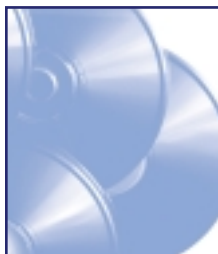
— **Dr. Jonas Salk**

The Missions:

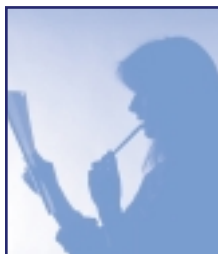
CAPSULES



Customer Service
Missions



New Innovations
Missions



Other Findings





Shining examples of the Family Support Center

The Family Support Center (FSC) was honored with two distinguished awards from the Arizona Family Support Council for achieving excellence in the child support enforcement field at a statewide level. They presented the office with their "Program Outreach Award" and also selected an FSC staff member (Judy Bushong) as their "Clerk of the Year."

The FSC also received the "Best in Parenting Program Award" from the Children's Rights Council (CRC), a national organization in Washington D.C., for their efforts in producing a three-part video series titled "Family Ties and Knots." The videos are educational pieces designed to promote access between non-custodial parents and their children.

Annual Report "three-ceives" national awards, website also honored

The Public Affairs Office received three awards from three different organizations in a three-month period for its production of the 1999 - 2000 Annual Report. In May, the report received the "Award of Distinction" from the Communicators Awards Print Media competition, which had 3,344 entries in various categories from throughout the World. Then in June, the report was the recipient of an "Award of Excellence" from the Awards of Publication Excellence Program for communication professionals. Lastly, in July the National Association of County Information Officers (NACIO) selected the report for an "Excellent Award" in their Graphic Design category in a competition for county governments.

In addition, NACIO also presented the Public Affairs Office a "Meritorious Award" for the Clerk's website (www.clerkofcourt.maricopa.gov). The website provides on-line services and court information.

The class that does not kid around gleams from national honor

The National Association of Counties (NACo) presented the Family Support Center with an Achievement Award for designing and implementing a Parental Conflict Resolution Class that promotes access between children and their non-custodial parents. The class is provided to parents who are violating court ordered parenting time (visitation) or are involved in high conflict. NACo conducts the annual achievement awards contest to recognize innovative programs that enhance service to county residents.





Office launches new Customer Service Center

Perhaps one of the most significant moments in the history of the Clerk's Office occurred this past year, when the office opened its new Customer Service Center at 601 W. Jackson in Phoenix. The new facility, which opened in June, offers a variety of court services to the public in one location, provides a home for the office's 1.4 million court records, and alleviates many storage issues the office was facing with its existing space.



The construction of the 113,060 square-foot facility, is the result of the office working with the Board of Supervisors and Superior Court to find a viable solution to growing concerns about the office exceeding the limits of its existing storage space for the ever-increasing amount of court records.

The building, which also incorporates a seven-story county parking garage, enabled the office to combine the operations of the Central Court Building File Room, Public Records Office, and Discovery and Confidential Section (formerly located at 201 W. Jefferson); the Marriage License and Passport Office and the Old Courthouse File Room (formerly located at 125 W. Washington), the Records Management Center (formerly located at 3345 W. Durango); and the 3rd Avenue Storage Facility (formerly located at 501 S. 3rd Avenue).

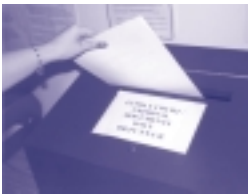
The combination of these operations provides a significant benefit to the public who can now visit one convenient location to obtain the various services these areas provide. In addition, parking for the customers is readily available in the adjoining parking garage. Office officials estimate that between 500 - 700 customers a day are served in the building. The hours of operation are 8 a.m. to 5 p.m.

The move to the new building was completed in 10 days with minimal disruption of service. The office's Information Technology Group also will relocate to the facility, which will bring the number of employees who work in the new building to about 150.



Thinking inside the box provides a new flare to filing service

Thinking inside the box allowed the Customer Services Division to expand its service to customers with filing needs. They did so by adding new filing box depositories at two internal locations that allow customers to file their documents without ever having to stand in line at a filing counter. Customers just need to time stamp the original document at the box, attach the filing fee, if needed (check or money order), and place the package in the box.



Internal Filing Box



Outside Filing Box

The new depositories are located in the Mail Distribution Center off of the West Court Building and in the main lobby area of the Southeast complex. They are available for use Monday - Friday from 8 a.m. to 5 p.m.

Last year, the office installed an outdoor filing depository that is available 24 hours a day, 365 days a year. It is located on the South Side of the Central Court Building, accessible from Madison Street. In addition, an outdoor depository box is going to be installed at the Southeast Court.

These depositories are available for the filing of Civil, Criminal, Family Court, and Probate Court documents. All documents filed using the depositories are guaranteed to be processed and available for pick-up at noon the following day.

All systems go for new website

New on-line information about the Clerk's Office became available this year with the creation of a new website and the redesign of another website.

First, the Family Support Center created a website that provides resources to help parents resolve conflicts and find ways to guide their children successfully through the transition of separation and divorce. The new website can be accessed either at **www.familysupportcenter.maricopa.gov** or at **www.clerkofcourt.maricopa.gov** and click on "Family Support Center."

The website features articles that focus on the specific needs of divorcing parents and provides links to interesting resources. Also, there is a Parenting Quotient Quiz that guides parents to a better understanding of their children's feelings and needs, as the family copes with change.

In addition, the Public Affairs Office, with technical support from Superior Court, redesigned the office website to be more user-friendly and informative.

**U.F.O. = Unusually
Friendly Operations**



**A FEW WRITTEN
COMMENTS FROM CUSTOMERS**

"Staff was very friendly and extremely efficient."

"The friendliest staff I have ever dealt with – state or private."

"They represent government as it should be with all the help, care, and excellent service."

"They went above and beyond the call of duty."

"Informative, detailed, and friendly."

"This was the most pleasant experience in a government building that I have ever had."

Credit the Board for new option

The County Board of Supervisors approved a new contract with Paymentech, a full-service electronic payment provider, that allows county offices to begin accepting credit and debit cards as a form of payment for their fees and services.

"In every way this is a win for the County and for residents," Supervisors Chairman Jan Brewer said. "It will improve efficiency, improve collection efforts, enhance customer satisfaction, and simply be more convenient for customers. It gives the residents of Maricopa County one more option."

Financially, the County's business transactions will improve by having a 48-hour turnaround in receiving funds, the payment is guaranteed upon authorization, and county interest earnings will increase.

The Clerk's Office expects to implement the usage of credit/debit cards in 2002. Currently, staff is working with the County on issues such as equipment, training, and funding before implementation.

A service boost for customers who are filing documents



In an effort to reduce the waiting time of Filing Counter customers during the peak hours, the Clerk of the Court's Office implemented a new procedure that changes how they serve the customers.

New signage was created for each File Counter window that informs the customer which windows are available for "Up to 5 case transactions" and which ones are handling

"Unlimited case transactions." The signs are changeable so that each window can display the "Up to 5" or the "Unlimited" messages depending on the demand for service. This change allows the counters to serve the customers more efficiently and reduces the time spent waiting in line for customers with up to five case transactions.

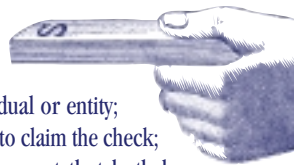


Office gives wings to new procedures in releasing trust funds

Due to a change in Arizona law, the office made a significant change concerning the release of trust money this fiscal year to ensure posted trust funds are released and delivered only to the individual or entity named in the court order. The change eliminates the potential of a claim for breach of fiduciary duty.

The new procedure for releasing trust money in non-criminal cases is:

- ★ A certified copy of the signed original court order must be presented to the disbursement clerk;
- ★ The order must state the amount of money to be released and the name of the person to whom it is to be released;
- ★ A designee or representative wishing to accept delivery must present for each occurrence, a notarized authorization from the individual or entity;
- ★ The designee/representative must present two forms of identification to claim the check;
- ★ Attorneys should take two copies of the order to the judge, request that both be signed and ask the clerk to stamp the second one "copy for certification." The attorney then must take it to the disbursement clerk to get the funds released by the next day.



The new procedure for releasing trust money in criminal cases is:

- ★ The disbursement clerk must have or be provided, a certified copy of the court's signed bond exoneration order, naming the individual to whom monies are to be released or directing the clerk to release the monies to the person posting the bond;
- ★ Posted trust monies will be released and physically delivered only to the individual designated in the court order;
- ★ Designees or representatives wishing to accept delivery must present for each occurrence, a notarized authorization from the individual or entity; and
- ★ Designees or representatives must present two forms of identification to claim the check.

For either type of case, when the check requests are made before 5 p.m., the check will be released or mailed by 1 p.m. on the next business day.

Expedited Services gravitates toward tape recording conferences

The Expedited Services Office started tape recording the conferences they hold with parents in order to provide both parties, if requested, an accurate record of the discussion and agreements made concerning issues about child support and parenting time. The recordings are retained in the Expedited Services working file for a period of six months from the conference date, unless an objection or an appeal is filed within six months from the conference date. If either of these occur, then it will be retained until final disposition of the issues subject to the objection or appeal.



Office transitions from DR prefix to FC/FN

The Clerk's Office implemented two new alpha prefixes to replace the DR (Domestic Relations) designation for cases. The new alpha prefixes are **FC**, which denotes "Family matters with Children" involved and **FN** which denotes "Family matters with No children." The new alpha prefixes are beneficial in the areas of caseload and records management. The change became effective Feb. 5, 2001. All DR cases filed up to Feb. 4 remain with the DR designation. Cases filed on Feb. 5, 2001 and thereafter have the new prefixes.

Shining Stars!

The Clerk of the Court's Marriage License and Passport Office was ranked number one in the nation by the publication, Passport News for being able to detect fraudulent passport applications and reporting their suspicions to the San Francisco Office.

A few other customer service expeditions

Throughout the year, the Clerk's Office introduced new processes and/or services that may have received little attention, but made a big difference in enhancing customer service. Some of the customer service improvements include:

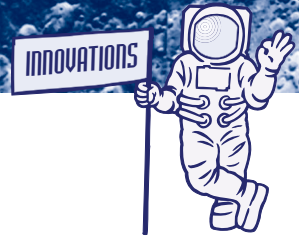
- ✱ The Family Support Center produced a booklet designed to present parents with tools to guide them through the difficult period of separation and divorce. The Family Ties and Knots booklet contains a Parenting Questionnaire, a list of resources, information specific to mothers and to fathers, how to "tie" up a plan, and other valuable articles to assist customers. Copies of the booklet may be obtained by calling 602-506-5714.



The Domestic Relations Filing Counters changed their name to the Family Court Filing Counters to be consistent with the Court's "Family Court" designation.

- ✱ The Civil Filing Counter opened an extra window (Window #1) to assist customers from 3:30 -5:00 p.m.
- ✱ A new Marriage License database was implemented that has several enhancements over the previous system, including better search capabilities and it provides on-line user documentation (instructions).
- ✱ New signage was installed at various locations in the Clerk's Office to better direct customers.





Journey made smoother when accessing case information

The Family Support Center (FSC) developed a new calendar for its Expedited Services staff that provides statistics for all FSC data, tracking screens for information on the status of a case, easy access to scheduled conferences, and provides electronic communication specific to the case. The system interfaces with the tracking processes and the case event data.

Juvenile courtroom clerks discovering new recording technology



A new technology was provided to all Juvenile courtroom clerks to assist them with capturing the actions of the court for inclusion in the minute entry. It is a digital recording software program called "For the Record" (FTR) that provides better clarity than an audio tape and eliminates background noise. In addition, it is more efficient to use as clerks can simply notate a time

that an event occurs in court and then go directly to that time on the recording when they are preparing the minute entry. This serves as a note-taking alternative for courtroom clerks without shorthand skills. As this program continues to be successful, plans are to expand it to all courtroom clerks.

Court embarks into a new territory with Family Court

Last year, the Clerk's Office was actively involved on a task force that was examining the creation of an Integrated Family Court within the Superior Court. This year, that idea became a reality when an Integrated Family Court Pilot was initiated at the Southeast Judicial District complex in Mesa. Four judges volunteered to participate in the pilot.

The concept of the Integrated Family Court is to provide the participating judges and parties of the cases the opportunity to address all issues related to families in one court. Only the cases that have overlapping issues in both Family and Juvenile Court are considered for the pilot. This one court team/one family principle is an important element of the pilot project. There are four courtroom clerks assigned to the judges of the pilot. In its first six months, the Family Court pilot handled 20 cases. The Superior Court will be assessing this pilot's success in the upcoming year.



Blast Off!

Regional Court Center pilot takes flight

The Clerk's Office is actively involved in a pilot program that is streamlining felony case processing from 23 different justice courts to three Regional Court Centers (RCC). The pilot is the result of the combined efforts of the Clerk of the Court's Office, Superior Court, County Attorney, Public Defender, and the Justice Courts. The pilot is designed to shift the responsibility for felony processing from the 23 Justice Courts to just three RCCs. Among the benefits this provides is: it will cut costs for the Sheriffs Office from having to transport in-custody defendants to all the different justice court sites, it will reduce costly case processing delays, and it will help reduce the average number of days defendants spend in jail. The preliminary hearings, pleas, and waivers with pleas are heard by a Superior Court commissioner in the three RCCs.

The Communications Office is launching a program called "Talk of the Town," which is a periodic newsletter designed to enhance communication with the legal community. The newsletter contains news about the Clerk's Office that may affect attorneys. Law firms interested in receiving the newsletter may call 602-506-5728.

Minute by minute time is being saved

A task force was established in March whose purpose was to evaluate alternative methods for record keeping and notification to parties thereby reducing the volume of minute entries generated and mailed. Minute entries are the official record of events and rulings transpiring during a court proceeding. As a result, civil minute entries were eliminated on various matters, including all default judgments, judgments submitted with sufficient copies for conforming, and in certain hearings and ex parte orders. In the criminal area, minute entries were eliminated for the issuance and return of Special Warrants, the entries for Drug and DUI Court calendars will be eliminated in certain conditions, and some pilot projects were established to reduce the length of other entries. This effort has saved time and money for the Court and the Clerk.

There are also efforts in the Juvenile Division to reduce and/or eliminate minute entries. In juvenile civil matters, which includes dependency, adoption, and severance, a new process will be implemented in the near future. In order to provide more timely and efficient notification to the parties of actions taken and decisions made by the Court, the parties will now receive a copy of the notice or signed order in lieu of a minute entry. The Clerk will no longer create a minute entry repeating the information contained in the notice or written order of the Court. A similar process is expected to be implemented in juvenile delinquency cases in early 2002.



New developments are ignited in minute entry electronic system

New developments were made this past year on one of the office's major on-going projects – the Minute Entry Electronic Distribution/Docketing System (MEEDS). Developed as a pilot project in 1998, MEEDS is designed to automate the minute entry process, which includes printing, sorting, and distributing the minute entries from the court divisions to the docket, to the parties related to the case, and to the office's website.

In its initial year, MEEDS was used by only one criminal division. This year, it reached a milestone when it was expanded to all courtroom clerks for all case types.

Besides saving the office considerable time, money, and paper as it eliminates the need for manual docketing of the minute entries, MEEDS is also beneficial to users because it allows them to access the minute entries at anytime via the website.

To access the MEEDS feature on the website, users can simply go to **www.clerk-ofcourt.maricopa.gov** and click on “Minute Entries” and then enter the case



Another big stride in the area of Electronic Distribution was made this past year by the Juvenile Division who automated the distribution system of all the minute entries on JOLTS. The dependency, adoption, and severance minutes were added to the program that was already sending them electronically for delinquency. Now all of these entries are sent electronically to the Attorney General, Department of Economic Security, Foster Care Review Board, Legal Defender, Legal Advocate, Court Appointed Special Advocate, Mediation, Office of Court Appointed Council, Juvenile Probation, County Attorney, Public Defender, Victim Witness, and to internal areas.

number. Most criminal minute entries are available from January 2000 to the present; most Probate minute entries from December 2000 to the present; most Civil and Tax minute entries from April 2001 to the present; and most Family Court minute entries from May 2001 to the present.

Future plans for MEEDS call for the ability to email the minute entries to additional agencies and attorneys, interface with the Court's new case management system, expand its use to the Family Support Center and Court Administration, and connect to the new Electronic Document Management System.



Paper Orbit

Project is leaving a lasting image

Significant progress was made this year on the office's Probate Imaging Project, which is a system that allows the office not only to image (scan) the documents that are filed by customers, but also have those images indexed to the docket. Initiated in 1998, this imaging functionality provides a means for accessing case documents and information without the need to have the paper file, permits multiple users to view a document simultaneously, makes documents easier to retrieve, allows long-term document storage, and it reduces the risk of misplacing paper documents – all of which results in increased efficiency and significant cost savings.

This year, the staff working on this project imaged 249,142 documents, which is an increase of 97,742 documents (or about 60%) over the previous year. In addition, the office began going back to scanning the documents that were filed before the project began. They started with cases filed in 1994 and are working their way toward 1997.

Also, access to the imaged Probate documents has increased this year. Previously only one Superior Court Hearing Officer and the Probate File Room had view access to the documents. Now, the Probate division staffs and hearing officers, the Probate Court Administration, the Customer Service Center, and Court Accountants and Investigators have access. The plan is to eventually expand document imaging to all case types and to provide access to images via the Internet.

The star techs of the Office



The Information Technology Group (ITG) implemented several automated programs to upgrade systems and improve efficiency. Many of their projects are mentioned in this report. Other accomplishments include: developing an Intranet site for employees, upgrading servers and the network backup system, refreshing 220 desktop personal computers, and creating many programs that allow the office to provide better, faster service. In addition, ITG provided key support during the office's move to the new Customer Service Center.

Becoming even more efficient is a continuous goal of the office, especially as it relates to managing paper flow. Here's why:

- * More than 6.5 million pieces of paper are filed with the Office annually;
- * The documents filed monthly with the Office are equal to two tons of paper.
- * In one day, the Office processes more than 25,000 pieces of paper.



Visitors receive the grand tour

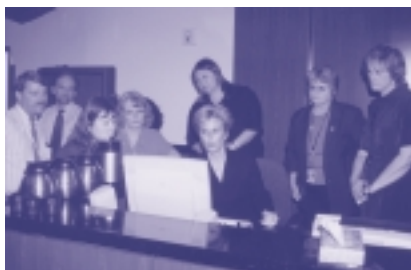
The Clerk's Office hosted various dignitaries from other governments/organizations who were interested in seeing the office operations and technology this past year. Those who visited include officials from other counties and foreign delegations from China, Latin America, Romania, and the Japanese Supreme Court. Also a judge from Japan and a judge from China toured the office. They were participating in programs that provide foreign judges opportunities to gain a better understanding of the American judicial system. In addition, several school children toured the office as part of judicial system field trips.

Quality assurance orbits office

The Quality Assurance Unit activated several internal controls to ensure quality, security, integrity, and compliance with regulations and standards. Among the audits/projects that were completed this year were: 207 surprise cash counts; five audits of the Adult Probation Offices were performed; and a review of the entries recorded in the docket system was compared to the entries posted to the Clerk's Office Cash Management System to determine if the appropriate filing fees were assessed.

Training prepares Clerk's crew for their missions

Statewide continuing education requirements channel court employees toward increased knowledge of the court system and toward enhanced job skills. The knowledge and skills acquired are applied to providing desired customer service and results. This year, the Training Office increased its focus on offering training



The Training Office processed 932 classes as part of its continuing education program.

and education that supports the mission, strategic goals and objectives of the Office, as well as its mandated requirements. A priority initiative is to ensure all employees master basic computer competencies and can effectively utilize new and existing technologies adopted by the Office. Increasing reliance on automated systems makes the mastery of computer competencies essential.

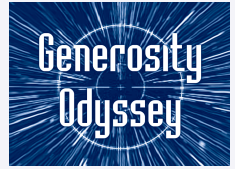
Office ascends to new heights in evaluating employee performance

The Clerk of the Court's Office actively participated in the initial stages of implementing a new Countywide employee performance initiative that is called Managing for Results (MFR). The basic principles of the MFR system were presented during several training sessions held for managers and supervisors. During staff recognition presentations, employees were introduced to MFR and how the system impacts their daily responsibilities. Training will continue to be a key part of the success in transitioning staff to a results-oriented performance management plan that ties their individual results to the goals and missions of this office and the County. All supervisors/managers will attend training that will assist them in developing MFR performance plans.

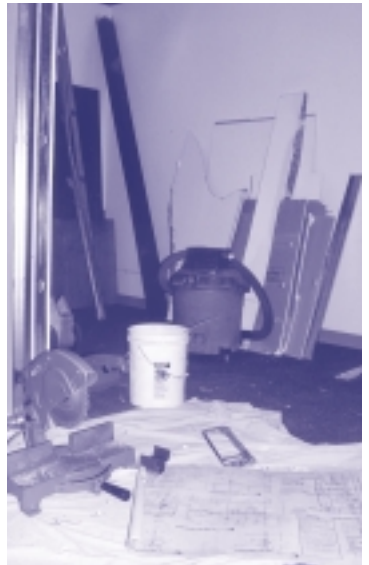
New floor plans for older office areas

Several areas in the Clerk of the Court's Office were remodeled to modernize, professionalize, increase storage capacity, and enhance the work environment for staff. The areas in the office that these improvements were made to include: the Central Court Building Exhibits and Classified Materials Section, Support Services Finance, Support Services Orders, Appeals and Disposition, Juvenile Court Durango, Southeast Juvenile Court, and a new Intake/Outake Area for the court file transfers.

Much of the remodeling work was completed with surplus, which resulted in a significant cost savings for the office.



Clerk of the Court employees found a WAY to help the community by donating \$10,254 to the annual Maricopa County United Way campaign. In addition, during the holiday season, Clerk employees raised more than \$1,350 for the Office's Charity Drive to help those in need. They also donated sacks of socks and personal items for the homeless.





The Water Case creates stream of records

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine the ownership of surface water rights in Arizona. As the Arizona county in which the largest number of potential claimants reside, the Maricopa County Clerk's Office is entrusted with the record-keeping for the entire adjudication process. Specifically, the Clerk maintains and provides access to litigants and the public all documents in the case of more than 80,500 claims.

Since being initiated in April 1979, with a petition to determine conflicting water rights, the Gila River adjudication cases, now under the administration of the Honorable Eddward Ballinger Jr. and Special Master George Schade, consist of more than 325 volumes, which contain more than 4,770 documents.

Legislative endeavors

The Clerk's Office successfully lobbied for the passage of important legislative proposals during the Arizona State Legislative Session. Two notable bills that passed which impact the office were House Bill 2286, which extended the period of collecting on jury fees from a three-year limit to a time until it is paid in full; and Senate Bill 1084, which eliminates the \$5 filing fee for orders of protection and injunctions prohibiting harassment that are filed in the Superior Court.

New courses for reaching destinations

The Notary Bond Clerk moved from the Marriage License and Passport Office to the Central Court Building (201 W. Jefferson, first floor). All walk-in customers should now visit the Bond and Deferral Window Number 9 in the Family Court Filing Counter area for Notary Bond service. The phone number remained the same – 602-506-7913.

Also, the exhibits that were held at the Records Management Center were relocated to the Central Court Building Exhibits Office, 201 W. Jefferson, Phoenix.

In addition, the site for Mental Health hearings moved from the State Hospital to the Desert Vista Hospital facility in Mesa to better accommodate the hearings. The Clerk's Office is responsible to assign a courtroom clerk to record the actions of the hearings.



FUTURE EXPLORATION



"It's human nature to stretch,
to go, to see, to understand.
Exploration is not a choice, really;
it's an imperative."

— **Michael Collins**

Future Exploration:

CAPSULES



New Technology

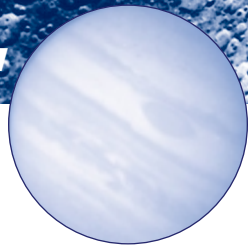


New Initiatives



New Buildings





The countdown to Electronic Document Management

With the ongoing objective in mind to continually improve service, the office is heavily focused on future implementation of an electronic document management system (EDMS) that will revolutionize how the court does business.

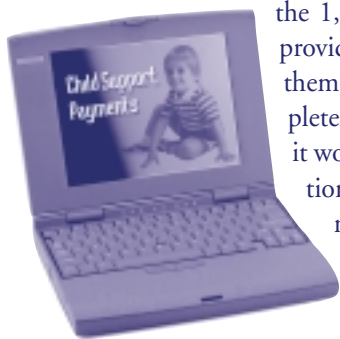
The implementation of an EDMS will allow the office to electronically capture, route, and store all documents received by the office. Documents filed on paper will be converted to electronic format (imaged) by high-speed scanners. Documents which are electronically filed can be processed and stored in their original electronic format without the need of printing and routing of paper copies. Electronic documents can be routed quickly throughout the courthouse for further processing with workflow software, and multiple users may have simultaneous access to the same document immediately after scanning and indexing has occurred.

EDMS will help turn the office, which currently receives about 6.5 million pieces of paper a year, into a paperless environment. EDMS will enable customers to file their documents electronically and avoid standing in line, significantly increase the efficiency and speed of service, and be more convenient for customers.

Although it is expected to take many years to fully implement electronic document use for all court cases, the office is investing in this technology today to ensure the County will reap its benefits tomorrow.

Expedited Services on trek to monitor child support payments

The Information Technology Group is developing a program for the Expedited Services Office that will automatically monitor monthly child support payments on the 1,293 cases they currently handle. This program will provide daily and monthly reports to staff that will help them monitor the payment status of the cases. Once completely implemented, the program will eliminate the time it would take for staff to manually research a case. In addition, it will help staff instantly identify parties who are non-compliant with their court-ordered support payments and it increases the efficiency of overall case management.



Testing in progress on a tracking system for exhibits

The office is testing an innovative automated Exhibit Tracking System that when fully implemented will significantly improve the efficiency in managing court exhibits. The new system will replace a manual process of managing exhibits, which will save considerable time for staff and enhance audit capabilities.



The Exhibit Tracking System features a bar code that is placed on each exhibit tag. The coded tag enables the exhibit to be scanned in and out. Other features of the system are: providing information on the storage location of the exhibit; the availability status of the exhibit; and who has had control of the exhibit. In addition, the system will provide the court the ability to make an electronic request for the exhibit. The Office expects to implement the Tracking System early in 2002.

Office researching new case numbering concept

The office is actively involved in a collaborative effort with other government entities who are examining the possibility of creating a system in which each agency would use the same case number for a criminal case as it flows through the court system. The concept behind the effort is that the case number would be consistent in every agency and in every stage of the case. Currently, a given case has a different number assigned to identify it in each agency it flows through.

Among the agencies participating are the Clerk of the Superior Court's Office, Superior Court, the County Sheriff's Office, County Attorney's Office, the Public Defender's Office, Adult Probation, Pretrial Services, Juvenile Probation, and Justice Court Administration.



Statistics project COOLS office

A special team formed from various areas of the office is developing a program that will provide on-line access to the various office statistics. The team, which is called "Clerk's Office On-line Statistics" (COOLS), is currently working on identifying the office statistics, compiling those figures, and developing a database system to maintain and provide access to all of the statistics for staff, county personnel, and the public.

In addition, the committee hopes to reduce any possible instances of duplicate statistical reporting and improve the consistency in statistical data. The COOLS Committee estimates it will have the new system available on-line in 2002.

New juvenile court facility is in the distance

A new Juvenile Court Facility is being planned at the Durango Complex. The three-story building will have 12 courtrooms and include offices for the Clerk of the Court, County Attorney, Public Defender, Juvenile Probation, and Juvenile Court. It will be located just west of the current Juvenile Court facility.

The Clerk's Office will have sections on the 1st floor of the building for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff. Construction is projected to be completed in 2003.

Southeast Juvenile staff set to make move

The Southeast Juvenile Facility and the Clerk of the Court's staff at the facility will be undergoing some changes in the future. Plans are being made to move the Clerk's staff out of its current location so that a ceremonial courtroom can be constructed in



that area. Staff will then move into the current Probation Intake area. Personnel from that area will be moving into a new facility that will be constructed in the current South parking lot.

A new parking garage was completed this year on the Sheriff Office's old parking lot to accommodate parking for staff and visitors to the complex. The planned new location for the Clerk's Office provides a better-designed work area.

OPERATIONS



“Man’s mind and spirit grow with
the space in which they are
allowed to operate.”

— **Krafft Ehricka**

Operations:

CAPSULES



Customer Service
Locations



Marriage License
Locations



Passport Locations





Set Your Destination

Customer Services

Central Court Building, 201 W. Jefferson Street (Phoenix)(602) 506-3360
Customer Service Center, 601 W. Jackson Street (Phoenix)(602) 506-3360
Automated Support Line(602) 506-1900
Southeast Regional Public
Service Facility, 222 E. Javelina Avenue (Mesa)(602) 506-3360

Juvenile Court Services

Southeast Facility, 1810 South Lewis (Mesa)(602) 506-2850
Durango Facility, 3125 West Durango (Phoenix)(602) 506-4041

Marriage Licenses & Passport Applications

Customer Service Center, 601 W. Jackson (Phoenix)(602) 506-7400
Southeast Facility, 222 E. Javelina Avenue (Mesa)(602) 506-3360

Marriage Licenses - Justice Courts

Buckeye, 100 N. Apache #C(623) 386-4289
East Mesa, 4811 E. Julep #128(480) 985-0188
Gila Bend, 209 E. Pima(602) 506-1589
Glendale, 5222 W. Glendale(623) 939-9477
Maryvale, 4622 W. Indian School #10(623) 245-0432
Northeast Phoenix, 10255 N. 32nd St.(602) 506-3731
Northwest Phoenix, 11601 N. 19th Ave.(602) 395-0293
Peoria, 7420 W. Cactus(623) 979-3234
Scottsdale, 8230 E. Butherus Dr.(480) 443-6600
South Phoenix, 217 E. Olympic Dr.(602) 243-0318
Tolleson, 9550 W. Van Buren(623) 936-1449
Wickenburg, 155 N. Tegner, Suite D(602) 506-1554

Marriage License/Passports – City Clerks

Chandler City Hall, 55 North Arizona Place #203(480) 782-2180

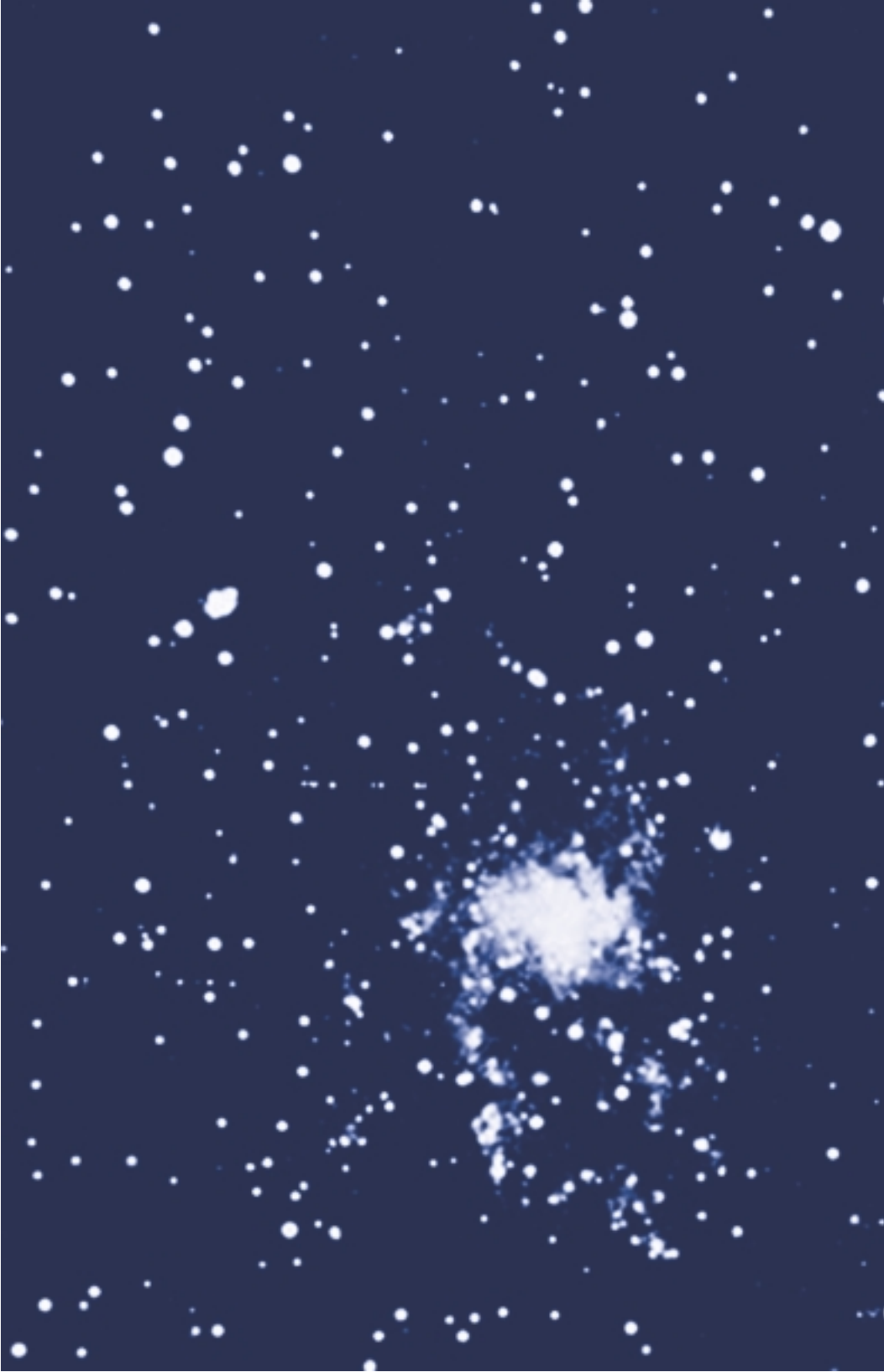
Passports Only

Chandler City Clerk, 55 N. Arizona Place, Suite 203(480) 782-2180
Fountain Hills Post Office, 16605 E. Ave. of Fountains (call for days) (480) 837-4812
Glendale City Hall, 5850 W. Glendale Ave (Wed. only)(623) 930-3260
Scottsdale City Hall, 3939 Civic Center Plaza (call for times)(480) 312-2412
Sun City Post Office, 9802 W. Bell Rd. (Sun City)1-800-275-8777

Probate Filings

Old Courthouse, 125 W. Washington (Phoenix)(602) 506-3763
Southeast Facility, 222 E. Javelina Avenue (Mesa)(602) 506-2117







This annual report was prepared by the Public Affairs and Education Department of the Clerk of the Court's Office

Additional copies and/or other informational material, including the publication "Doing Business with the Clerk of the Court" are available at no charge to the public by calling 602-506-6114 or by writing to:

**Public Affairs & Education Office
Clerk of the Court
201 W. Jefferson
Phoenix, AZ 85003**

Also, please visit our website at:
www.clerkofcourt.maricopa.gov